

myPilot

User Guide



0682



PHONAK

life is on

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Welcome

Congratulations on choosing a digital hearing system from Phonak. Your new myPilot is a very important part of it. myPilot is an elegant and user-friendly remote control and status reader which gives you access to all functions of your digital hearing system. Furthermore, it guarantees easy management of your hearing programs with visual confirmation on a state-of-the-art color display.

You can use myPilot to tune both of your hearing instruments simultaneously. Or you can control both hearing instruments individually, allowing you to perfectly fine-tune your hearing instruments to any specific hearing situation.

Please read this manual carefully to benefit from all the features of your new myPilot. Ask your hearing care professional if you have any questions.

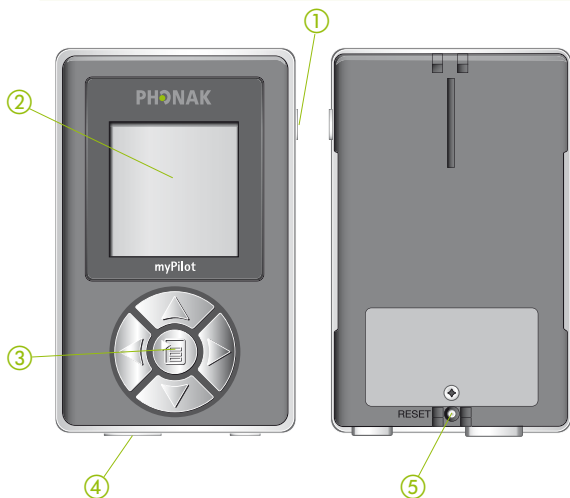
For further information, please visit the Phonak website www.phonak.com.

Phonak – life is on



**For your safety, carefully read the chapter
Important information on pages 33–41.**

Description



① ON/OFF button

② Color LCD display

③ Keypad

Up ▲ Volume up

Down ▼ Volume down

Right ► Next program

Left ◄ Previous program

Center ■ Menu/select

④ Mini USB
connection

⑤ Reset button

myPilot accessories

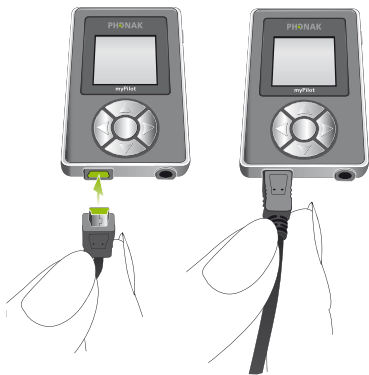
- Case
- Lanyard
- Power supply



Contents may vary depending on country.

Getting started

Charging the battery and general battery info

myPilot has an internal, rechargeable battery. To charge it, connect the charging cable to myPilot as shown in the picture below. Then plug the other end of the charging cable into a power outlet.



-  Do not use myPilot while charging.
-  For safety reasons, recharge the battery only with chargers supplied by Phonak.

During the charging process, the battery symbol on the Home screen is blinking. Once the battery is fully charged, the battery symbol will stop flashing and remain visible.

Charging an empty battery typically takes about 90 minutes. It is safe to leave the charger connected overnight—the battery cannot be overcharged.



When charging myPilot for the first time, leave it to charge for five hours, even if the battery symbol stops flashing.



A new battery's full performance is achieved only after two or three complete charge and discharge cycles.

The myPilot battery can be charged hundreds of times. If the operating time of your myPilot reduces substantially, please contact your hearing care professional.

Getting started /

Turning myPilot ON or OFF

Turning ON

To turn myPilot ON, press and hold the ON/OFF button for about a second until you see the display turn ON.



Turning OFF

To turn myPilot OFF, press and hold the ON/OFF button for about two seconds until you see the display turn OFF.

- i** For optimal convenience it is suggested to keep myPilot turned on while wearing the hearing instruments. To avoid unwanted changes of the hearing instruments settings you can use the keypad lock. When you turn your hearing instruments off please also switch off myPilot.

Getting started / Keypad lock


Auto keypad lock

myPilot is equipped with an automatic keypad lock which locks the keys automatically, once the device is not being used for more than 20 seconds. To enable the feature, refer to section "Auto keypad lock".

Manual keypad lock

You also have the possibility of manually activating the keypad lock via the menu.

To lock

To lock the keypad, press  to enter the menu and select *Lock keypad*. The keypad will lock and the device will enter the sleep mode.

To unlock

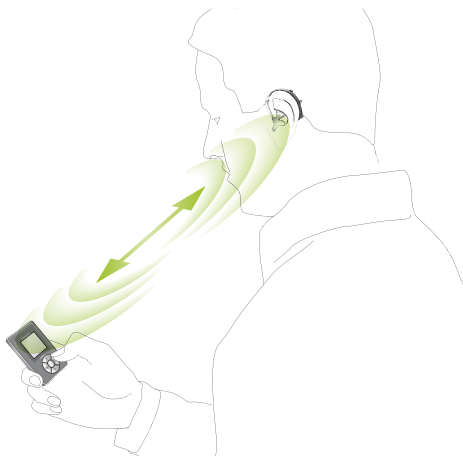
Press  followed by .

Getting started / Operating range

Operating range

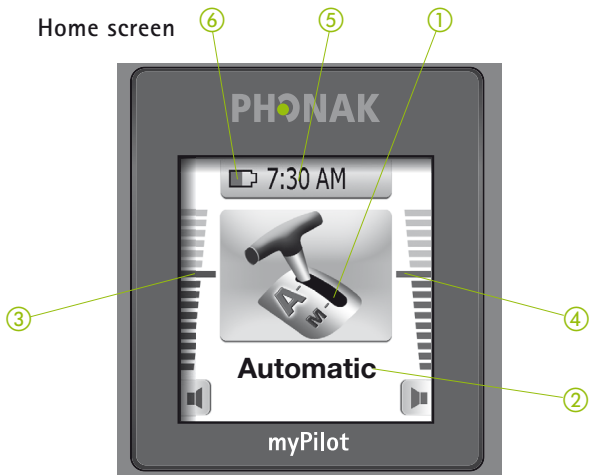
myPilot functions as a remote control (e.g. for setting volume, selecting different hearing programs). Remote control operating range is about 100 cm (40").

Additionally, it is capable of reading status information from the hearing instruments (e.g. battery status, programs). Status readout operating range is about 40 cm (16").



Using myPilot

Home screen



- ① Program icon
- ② Program name
- ③ Volume setting of left hearing instrument
- ④ Volume setting of right hearing instrument
- ⑤ Clock
- ⑥ Battery status

i The screens of your myPilot may look different, depending on your preferences set by your hearing care professional.

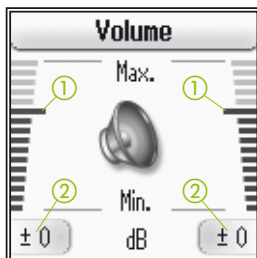
Volume control

Binaural volume control

To change the volume setting of your hearing instruments, go to the Volume screen by pressing either \triangle or ∇ while in the Home screen. Once in the Volume screen, you can change the volume of both hearing instruments simultaneously by pressing \triangle to increase the volume and ∇ to decrease the volume.

The Volume screen shows the volume settings of both hearing instruments, including the most comfortable level (MCL) ① which was defined by your hearing care professional during the fitting process. It also indicates the change compared to MCL in decibels (dB) ②.

- ① Most comfortable level (MCL)
- ② Change compared to MCL in dB



Monaural volume control

Direct access

To change the volume settings of your left (or right) hearing instrument individually, go to the Volume screen by pressing either \triangle or ∇ while in the Home screen. Once in the Volume screen, press \triangleleft to choose the left side (or \triangleright to choose the right side) and use \triangle to increase, and ∇ to decrease volume.



Access via menu

To change the volume of the left or right hearing instrument individually, press \mathbb{M} , select **Volume** and **Volume left** or **Volume right**. Change the volume using the \triangle or ∇ key and press \mathbb{M} to return to the Home screen.

Program selection

Selecting a hearing program

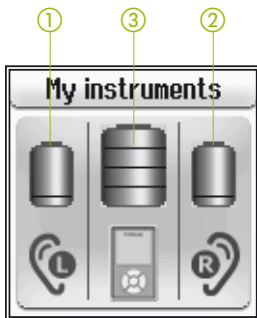
To select a hearing program use ◀ and ▶ while in the Home screen. By pressing ▶, the hearing instruments change to the next hearing program and the respective program icon appears for about 3 seconds.

By pressing ◀, the hearing instruments return to the previous hearing program in the program sequence.

- ❗ All program changes made by myPilot are applied to both hearing instruments simultaneously.
- ❗ The order of the program sequence is set by your hearing care professional during the fitting process. For further information on hearing programs, please ask your hearing care professional.

Status information

- ① Left hearing instrument battery
- ② Right hearing instrument battery
- ③ myPilot battery



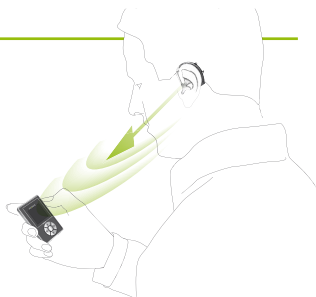
This function allows you to read the status of the myPilot and hearing instrument batteries, volume and program settings.

To initiate the readout process, briefly press the ON/OFF button while in the Home screen. After the status is read out successfully, the hearing instrument and myPilot battery levels will be displayed. Subsequently, the actual volume and program settings are shown.

In order to read out and display status information, myPilot must be within about 40 cm (16") of the hearing instruments. Hold the myPilot as shown in the picture on the next page.

Using myPilot

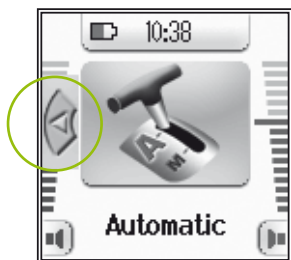
40 cm (16")



In the event that the readout process fails, for example because the hearing instruments are out of range, myPilot will indicate this by showing question marks instead of hearing instrument batteries in the My instruments screen. Subsequently, the Home screen will show the previous volume and program settings. Restart readout process or refer to Troubleshooting section.

Program ambiguity

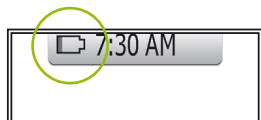
There may be situations where myPilot cannot display the hearing program consistently. If, for example, you change the hearing program on one of your hearing instruments manually, the next time you initiate the readout process on your myPilot, the screen will alternate between the left & right hearing programs detected, together with the following symbol:



By pressing either the left or right arrow button you can choose which hearing program you wish to apply to both hearing instruments.

myPilot battery status

The status of the myPilot battery is shown with a battery symbol in the Home screen. Battery consumption and the operating time greatly depend on the usage of the device. With normal use, myPilot will run for a few days before needing recharging. Once the battery is close to being depleted, the low battery symbol will appear in the top left corner of the Home screen.




myPilot will still run for about an hour but you should recharge the battery as soon as possible.

ZoomControl (optional)

If your hearing instruments are equipped with ZoomControl, this special feature allows you to choose four directions in which to focus your hearing system (front, back, left or right).


Direct access



A special function of the menu key is to access ZoomControl directly. If you press and hold  for about 2 seconds you will enter the Select direction screen (bypassing other menu options described later) and the default direction is shown. Use the arrow keys to change the direction in which you want to focus.



Access via menu


To access ZoomControl, press , select *ZoomControl* and choose the desired direction using the arrow keys.



After selecting the zoom position, press  to return to the Home screen.


Once in the Home screen, press  or  to exit ZoomControl and return to the default hearing program.

Menu functions


Menu overview

- 
- ZoomControl (optional)
- Volume
- Lock keypad
- Alarm clock
- Status information
- Settings

 Pressing  will navigate one level back in the menu structure.


 Please note that you can directly return to the Home screen from any submenu point by briefly pressing the ON/OFF button.

- ZoomControl (optional)


To access ZoomControl, press , select *ZoomControl* and choose the desired direction using the arrow keys.

- Volume

With myPilot, you may set/change the volume of each hearing instrument individually.

 Please note that volume of **both** hearing instruments can conveniently be changed via direct access, as described on page 15.

Left / right volume

To change the volume of the left or right hearing instrument individually, press , select **Volume** and **Volume left** or **Volume right**. Change volume using the **△** or **▽** key and press .

Reset volume

This function resets the volume of both hearing instruments to the default level as defined by your hearing care professional during the fitting process.



To reset volume, press , select **Volume, Reset volume** and **Confirm**.

Menu functions

- Lock keypad







To avoid unwanted pressing of buttons (e.g. when myPilot is in your pocket), you can manually lock the keypad.

To lock the keypad, press  and select *Lock keypad*.

To unlock the keypad, press  followed by .

- Alarm clock

Set alarm

To set the alarm, press , select *Alarm clock* and *Set alarm*. Enter the alarm time, using the  or  key to change the hours / minutes and the  or  key to turn from hours to minutes, and press .





If an alarm is set, the alarm symbol appears on the Home screen next to the clock.

Respond to alarm

When the alarm fires, myPilot will send an alarm signal to your hearing system (if myPilot is within 100 cm (40") of the hearing system). Additionally, myPilot itself will sound and show an alarm message on the screen.

Press any key on myPilot to stop the alarm. The alarm will then be set to OFF and has to be set again if needed.

i To modify the alarm time, set alarm again.


Alarm ON/OFF



To cancel a set alarm press , select *Alarm clock*, *Alarm ON/OFF* and *Alarm OFF*.

To (re)activate an alarm press , select *Alarm clock*, *Alarm ON/OFF* and *Alarm ON*.

Menu functions


myPilot tone

You have the possibility to turn the myPilot alarm tone ON or OFF. Press , select *Alarm clock, myPilot tone*, and choose either ON or OFF.

-  myPilot will only perform the alarm when turned ON.
-  The alarm will only be audible in the hearing instruments if myPilot is within 100 cm (40") of the hearing instruments.

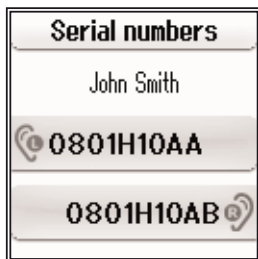
- Status information

My instruments

Similar to initiating the readout process by pressing the ON/OFF button as described on page 17, you can read out information by pressing , *Status info, My Instruments*.

Serial numbers

To see the serial numbers of your hearing system, press , select *Status info* and *Serial numbers*.





- Settings

Clock

myPilot has an internal clock which shows the time in the Home screen and when entering the sleep mode.

00:00 AM

Set time

To set the time, press , select *Settings*, *Clock* and *Set time*. Enter the time, using the Δ and ∇ keys to change the hours/minutes and the \triangleleft and \triangleright keys to turn from hours to minutes, and press  to return.

Show/hide clock

You may choose whether or not to show the clock in the Home screen.

To show the clock in the Home screen, press , select *Settings*, *Clock*, *Show/hide clock* and *Show*.

Menu functions

To remove the clock from the Home screen, press , select *Settings, Clock, Show/hide clock* and *Hide*.

Time format

You may choose between 2 different time formats in which the clock will appear.







To choose the 12-hour format, press , select *Settings, Clock, Time format* and *12-hour*.

To choose the 24-hour format, press , select *Settings, Clock, Time format* and *24-hour*.

Date

myPilot has an internal date which is shown when myPilot enters the sleep mode.

Set date

To set the date, press , select *Settings, Date* and *Set date*. Enter the date, using the  and  keys to change the day / month / year and the  and  keys to turn from days to months to years, and press .

MM/DD/YYYY





Date format

You may choose between 2 different date formats.





To choose the DD.MM.YYYY format, press , select *Settings, Date, Date format* and *DD.MM.YYYY*.

To choose the MM/DD/YYYY format, press , select *Settings, Date, Date format* and *MM/DD/YYYY*.

Display

Contrast To change the contrast, press , select *Settings, Display*, and *Contrast*. In the contrast screen use the  key to decrease and the  key to increase the contrast level, and press .




Brightness To change the brightness, press , select *Settings, Display*, and *Brightness*. In the brightness screen use the  key to increase and the  key to decrease the brightness level, and press .




Menu functions

Backlight timer

By default, the backlight is lit for 20 seconds.

To change the backlight time, press  , select *Settings, Display* and *Backlight timer* and choose the desired time (3, 5, 10, 15, 20 or 25 seconds).

When navigating in menu screens the backlight time is automatically extended.

 myPilot will briefly display a sleep mode screen before switching off the backlight.

Auto keypad lock


myPilot can be configured to automatically lock the keys when switching off the backlight.

To activate the auto keypad lock, press  , *Settings, Auto keypad lock* and *ON*.

To deactivate the auto keypad lock, press  , *Settings, Auto keypad lock* and *OFF*.

Auto power OFF

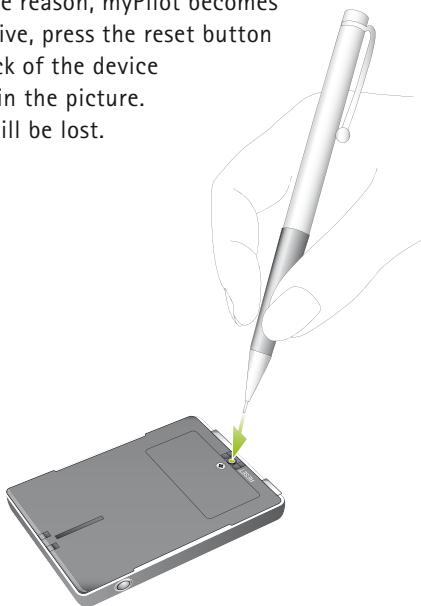
To reduce power consumption, you can enable the auto power OFF feature. By default, the auto power OFF is disabled.

To enable it and to set the time before myPilot turns OFF automatically, press , select *Settings, Auto power OFF* and choose the desired time (1 minute, 3 minutes or 5 minutes).

To disable the auto power OFF feature, press , select *Settings, Auto power OFF* and *OFF*.




Reset button (on the back of the device)

If, for some reason, myPilot becomes unresponsive, press the reset button on the back of the device as shown in the picture.
No data will be lost.



Important information

Maintenance and care

-  Clean myPilot using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device.
-  When myPilot is not in use, turn it OFF and store it safely.
-  Protect myPilot from excessive moisture (bathing, swimming) and heat (radiator, car dashboard). Protect it from excessive shock and vibration.

Important information

Safety notice



Keep this device out of reach of children under 3 years.



Interference with medical devices.

This device uses low-power, digitally coded transmission to communicate to your hearing instrument.




Although unlikely, interference with medical devices such as pacemakers is possible.

Interference should not occur with normal use, keep the device 10 cm (4") or more from the body. Therefore, it is recommended that pacemaker users do not keep this device in a breast pocket.








External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards.

Important points

-  The digitally-coded, inductive transmission technology used in this device is extremely reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the device near a computer terminal or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24") away to ensure proper operation. If the hearing instrument do not respond to the device because of an unusual field disturbance, move away from the disturbing field.
-  Do not use this device in locations where it is forbidden to use electronic devices.
-  X-ray radiation (e.g. CT scans, MRI scans) may adversely affect the correct functioning of this device. We recommend that you turn the device OFF before undergoing X-ray procedures and keep it outside the room.

Important information

-  Your hearing instrument and this device were given a unique communication network code during the fitting. This ensures that the device will not affect hearing instruments worn by others.
-  High-powered electronic equipment, larger electronic installations and metallic structures may significantly reduce the operating range.
-  Use only original Phonak accessories.
-  Do not make any changes or modifications to this device.
-  Opening myPilot might damage it. If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing care professional.

- myPilot may only be repaired by an authorized service center.
- The battery may only be replaced by an authorized service center.
- Do not remove this cover:



Important information

Troubleshooting

Situation

myPilot turns OFF automatically.

myPilot becomes unresponsive.

The screen is white or dark.

Status information displayed on myPilot does not correspond with current settings in hearing instruments.

Most probable cause	Remedy
The battery is empty.	Charge myPilot.
myPilot may have encountered a software problem.	Reset myPilot.
Brightness and / or contrast settings might be sub-optimal.	Adjust the brightness and / or contrast settings.
Manipulations on the hearing instruments may not have been recognized by myPilot.	Read out the status information as described on page 17.

Important information

Troubleshooting

Situation

Question mark symbol is displayed after performing the readout process.

myPilot commands apply only to one hearing instruments as opposed to both.

Most probable cause	Remedy
myPilot may be out of range of hearing instruments.	Move myPilot closer to hearing instruments.
Hearing instruments may be turned OFF.	Hearing instruments must be turned ON to correspond with myPilot. Turn them ON.
Hearing instrument batteries may be depleted.	Replace batteries.
myPilot may be out of range of unresponsive hearing instrument.	Move myPilot closer to the hearing instrument.

iCom (optional)

iCom is an optional accessory available for your hearing instruments. With the push of a single button, iCom connects your hearing system with the technology around you (mobile phones, audio equipment, FM etc.).



Bluetooth connections

iCom offers a simple way to connect your mobile phone via Bluetooth to your hearing system.

iCom is also capable of transmitting a stereo audio signal from any Bluetooth enabled device (built-in or via an adapter).

For further information, please ask your hearing care professional.

Service and Warranty

Phonak offers you a comprehensive global warranty which becomes effective on the date of purchase. Please ask your hearing care professional about the details and duration. This warranty covers any repairs due to defects in material and/or workmanship. The warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress. Damage caused by third parties or non-authorized service centers renders the Phonak warranty null and void. This warranty does not include any services performed by a hearing care professional in their office. This warranty applies to the Phonak products listed below:

Serial number:

Date of purchase:

Declaration of conformity

Phonak AG, Laubisrütistrasse 28, CH-8712 Stäfa, Switzerland declares under its sole responsibility that myPilot is in conformity with the following standards or other standardizing documents:

Radio: EN 300 330

EMC: EN 60601-1-2

El. Safety: EN/IEC 60601-1

Implementing the provisions of the MDD 93/42/EEC (Medical Device Directive), R&TTE Directive 1999/5/EC (Radio and Telecommunications Terminal Equipment), EMC Directive 2004/108/EC (Electromagnetic Compatibility) and LVD 2006/95/EC (Low Voltage Directive).

Phonak distributors worldwide

Group companies:	(detailed information on www.phonak.com)
Australia	Phonak Australasia Pty. Ltd. Baulkham Hills N.S.W 2153
Austria	Hansaton Akustische Geräte GmbH 5020 Salzburg
Belgium	Ets Lapperre B.H.A.C. NV B-1702 Groot-Bijgaarden Phonak Belgium NV, B-1700 Dilbeek
Brazil	CAS Produtos Médicos São Paulo – SP 04363-100
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China	Phonak (Shanghai) Co. Ltd. Shanghai City 200233
Denmark	Phonak Danmark A/S, Nitivej 10 2000 Frederiksberg
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Germany	Phonak GmbH, 70736 Fellbach- Oeffingen, EC Representative
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Netherlands	Phonak B.V., 3439 ME Nieuwegein
New Zealand	Phonak New Zealand Ltd., Takapuna Auckland 9
Norway	Phonak AS, 0105 Oslo
Poland	Phonak Polska SP Z.O.O 00-567 Warszawa

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Spain	Phonak Ibérica S.A., 03008 Alicante
Sweden	Phonak AB, 117 43 Stockholm
Switzerland	Phonak AG, Phonak Schweiz, 8712 Stäfa
Turkey	Phonak Turkey A.S., 34357 Istanbul
United Kingdom	Phonak UK Limited Warrington, Cheshire WA1 1PP
USA	Phonak LLC, Warrenville, IL 60555-3927

Independent general distributors: A complete list of Phonak distributors is available at Phonak's Internet site: **www.phonak.com**. Please visit us or ask your hearing care professional for information.

Manufacturer: Phonak AG, Laubisrütistrasse 28
CH-8712 Stäfa, Switzerland

Notices

Notice 1

This instrument is certified under:



FCC ID: KWC-MYPILOT1
IC: 2262A-MYPILOT1

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications made to this equipment not expressly approved by Phonak may void the FCC authorization to operate this equipment.

Notice 2

This Class B digital apparatus complies with Canadian ICES-003.

Notice 3

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help



The CE symbol is confirmation by Phonak AG that this Phonak product meets the requirements of directive 93/42/EEC on medical devices and the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment. The numbers after the CE symbol are the numbers of consulted certified bodies under the above mentioned directives. The alert sign means that potential restrictions on its use are applicable in one or more EU Member States.



This symbol indicates this product complies with requirements for a B type applied part according to EN 60601-1.



This symbol indicates that it is important that the user refers to associated warnings given in this user guide.



The symbol with the crossed out disposal bin indicates that this product shall not be treated as household waste. Please hand over your old or unused product to the applicable collection point for the recycling of electrical and electronic equipment or bring your old product to your hearing care professional for appropriate disposal. By ensuring this product is disposed of correctly, you will help prevent potential negative effects on the environment and human health.

Operating conditions

This product has been designed for trouble-free operation without restrictions when used as intended, unless otherwise stated in this user guide.

Transportation and storage conditions

Temperature should not exceed limits of $-20^{\circ}/60^{\circ}$ Celsius at a relative air humidity of 65% for extended periods during transportation and storage. Air pressure between 500 and 1100 hPa is not detrimental to this device.



Australia & New Zealand



Brazil

CMII ID:

China



Japan



South Korea



Your hearing care professional

www.phonak.com

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